

Division of Licensing and Protection

HC 2 South, 280 State Drive

Waterbury, VT 05671-2060

<http://www.dail.vermont.gov>

Survey and Certification Voice/TTY (802) 241-0480

Survey and Certification Fax (802) 241-0343

Survey and Certification Reporting Line: (888) 700-5330

To Report Adult Abuse: (800) 564-1612

October 31, 2018

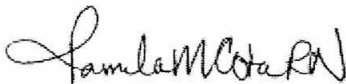
Mr. Richard Fritz, Manager  
Loretto Home  
59 Meadow Street  
Rutland, VT 05701-3994

Dear Mr. Fritz:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **July 25, 2018**. Please post this document in a prominent place in your facility.

We may follow-up to verify that substantial compliance has been achieved and maintained. If we find that your facility has failed to achieve or maintain substantial compliance, remedies may be imposed.

Sincerely,



Pamela M. Cota, RN  
Licensing Chief



## Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  0138	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  C 07/25/2018
NAME OF PROVIDER OR SUPPLIER  LORETTO HOME		STREET ADDRESS, CITY, STATE, ZIP CODE 59 MEADOW STREET RUTLAND, VT 05701	
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)
R100	Initial Comments:  An unannounced on-site complaint investigation and re-licensure survey was conducted on 7/24/18 - 7/25/18 by the Division of Licensing and Protection to determine compliance with the Residential Care Home Licensing Regulations. The following regulatory violations were identified related to the re-licensure survey, no findings were identified related to the facility self report:	R100	
R132 SS=E	V. RESIDENT CARE AND HOME SERVICES  5.5 Special Care Units  5.6.c A home that has received approval to operate a special care unit must comply with the specifications contained in the request for approval. The home will be surveyed to determine if the special care unit is providing the services, staffing, training and physical environment that was outlined in the request for approval.  This REQUIREMENT is not met as evidenced by: Based on staff interview, review of staff schedules and record review the Residential Care Home (RCH) failed to ensure the Special Care Unit (SCU) is providing the services and staffing as outlined in the "Request for Approval" made to the State agency and approved by the Division of Licensing and Protection on 3/20/2006. Findings include:  Per review of the Request for Special Care Unit Loretto Home dated November 2005, the Scope of services states:  "The special care unit will be set up on the 3rd	R132	<p>R-132 P.O.C Accepted Revised P.O.C. Dated 10/17/18 10/25/18</p>

Division of Licensing and Protection

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X5) DATE

STATE FORM

6609

VCBWH14

If continuation sheet 1 of 5

Karyn Crossman RW

Administrator  
(Interim)

10/19/2018

## Division of Licensing and Protection

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R132	<p>Continued From page 1</p> <p>floor of the Main building to accommodate 9-10 elders that meet the Level 3 criteria. The rooms on that floor are private, with a sink and vanity area. There will be designated staff for that floor. Medication would be dispensed from med trained staff scheduled that day for the home. Nursing overview would be done by the Director of Nursing. Activities of Daily Living would be done by the nursing staff on a scheduled basis. Activities would be a combination of individual activities and activities planned for the entire home. The staff assigned to the special care unit would not be responsible for medications or bathing, this would be done by the aides assigned in the building. This would allow the assigned staff to concentrate on making more special accommodations for the residents such as time of meals if they don't want to eat in the dining room, sleeping in instead of getting up early and special activities. Also the staff person would be free to constantly supervise the residents."</p> <p>Based on staff interview and record review, the RCH failed to assure sufficient staff was assigned and available on the Special Care Unit (SCU) to provide the necessary care, to maintain a safe and healthy environment, and to assure prompt, appropriate action in cases of injury, illness, fire or other emergencies for all applicable residents residing on the SCU. This discrepancy from the approved SCU proposal noted the staffing for this special unit includes 2 staff aides on 7:00 AM - 3:00 PM with one staff member delegated to also be responsible for medication administration/treatments.</p> <p>Although the proposal had stated staff assigned to the SCU would not be responsible for medication administration or bathing, this staffing</p>	R132	



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R132	Continued From page 2  plan is presently not been in effect. Also noted on 3:00 PM - 11:00 PM 1 staff member is assigned to perform evening care and monitoring the safety of these dependent residents, this caregiver is responsible for evening care, transfers, assistance with meals and other care needs as they occur. A second staff member can be utilized only partially during the shift as needed for temporary assistance to the assigned staff member. On the 11:00 PM to 7:00 AM staffing consists of 1 staff member for the SCU. A medication delegated staff member is assigned the responsibility for medication administration for both the Loretto Home and the next door associated residential care home with a total census at time of survey of 79. During the time of a potential emergency or residents requiring assistance with mobility, transfers, toileting and difficult behaviors, only 1 staff member is initially available during the evening and nights to manage care in a safe and healthy environment. At the time of re-licensure survey the total house census was 43 with 7 residents residing on the SCU at the Loretto Home, where the potential capacity could be increased to 9 residents who are experiencing various degrees of dementia and Alzheimer's. The staff schedule for SCU was confirmed on the afternoon of 7/25/18 with the Administrator.	R132	* please see attached form - Plan of Correction		
R178 SS=E	V. RESIDENT CARE AND HOME SERVICES  5.11 Staff Services  5.11.a There shall be sufficient number of qualified personnel available at all times to provide necessary care, to maintain a safe and healthy environment, and to assure prompt,	R178	(R-178)		

## Division of Licensing and Protection

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NAME OF PROVIDER OR SUPPLIER

LORETTO HOME

STREET ADDRESS, CITY, STATE, ZIP CODE

59 MEADOW STREET  
RUTLAND, VT 05701

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R178	Continued From page 3  appropriate action in cases of injury, illness, fire or other emergencies. This REQUIREMENT is not met as evidenced by: Based on staff interview and record review, the RCH failed to assure sufficient staff was assigned and available on the SCU to provide the necessary care, to maintain a safe and healthy environment, and to assure prompt, appropriate action in cases of injury, illness, fire or other emergencies for all applicable residents residing on the SCU. Findings include:  Per staff interview, review of staff assigned schedules and record review there was evidence of insufficient staff on duty during all times of the day to monitor all residents and provide necessary care and services on the SCU to ensure a safe environment was being maintained.  Resident #1 is dependent on staff for most Activities of Daily Living (ADLs) and is experiencing deterioration of health now requiring the services of Hospice related to advanced dementia and end stage cardiac disease. The resident has a past history of falls, Resident #1 also is considered "impractical" in regards to his/her capability to respond to staff direction to exit the building during an emergency event, such as a fire. The resident would require total assistance by staff in order to safely exit the third floor SCU location.  Resident #2, who resides on SCU has demonstrated a decline in physical functioning and requires assistance with mobility and toileting. Since March 2018 Resident #2 has experienced falls from bed, from commode at 1:00 AM on 7/7/18 sustaining hip pain; was left in a bathroom stall on 7/17/18 at 6:00 AM resulting	R178	<i>* please see attached form Plan of Correction.</i>  <i>R-178 P.O.C. Accepted for Revised P.O.C. 10/17/18 J. Oletosh 10/25/18</i>	

Division of Licensing and Protection

STATE FORM

6859

VCBW11

If continuation sheet 4 of 5



## Division of Licensing and Protection

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R178	Continued From page 4  in a fall off a toilet resulting in a skin tear injury requiring steri-strips; and on 7/19/18 fell again with a skin tear resulting.  All residents on the SCU are in various stages of dementia with memory loss, periodic behavioral concerns, require queuing and some requiring total assistance with ADLS. Per review of staff scheduling and confirmed by the Administrator for the RCH on the afternoon of 7/25/18, presently the staffing for SCU includes 2 staff aides on 7:00 AM - 3:00 PM with one staff member delegated to also be responsible for medication administration/treatments. On 3:00 PM - 11:00 PM 1 staff member is assigned to perform evening care and monitoring the safety of these dependent residents. A second staff member can be utilized only partially during the shift as needed for temporary assistance to the assigned evening staff member. On the 11:00 PM to 7:00 AM staffing consists of 1 staff member for the SCU. A medication delegated staff member is assigned the responsibility for medication administration for both the Loretto Home and the next door associated residential care home. During the time of a potential emergency or residents requiring assistance with mobility, transfers, toileting and difficult behaviors, only 1 staff member is initially available during the evening and nights to manage care in a safe and healthy environment. At the time of re-licensure survey the total house census was 43 with 7 residents residing on the SCU, where the potential capacity could be up to 9 residents who are experiencing various degrees of dementia and Alzheimer's.	R178	

**Plan of Correction – Loretto Home****August 24, 2018****Revised 10/17/18**

The submission of this plan of correction does not imply agreement with existence of deficiency. It is submitted in the spirit of cooperation, to demonstrate our commitment to continued improvement in the quality of our resident's lives.

**R 132 – 5.6 Special Care Units****Finding:**

"the RCH failed to assure sufficient staff was assigned and available on the Special Care Unit (SCU) to provide the necessary care, to maintain a safe and healthy environment, and to assure prompt, appropriate action in cases of injury, illness, fire or other emergencies for all applicable residents residing on the SCU."

"On the 3:00 pm – 11:00 pm 1 staff member is assigned to perform evening care and monitoring the safety of these dependent residents; this caregiver is responsible for evening care, transfers, assistance with meals and other care needs as they occur. A second staff member can be utilized only partially during the shift as needed for temporary assistance to the assigned staff member."

Currently, the SCU is staffed as follows:

- Dedicated med-tech: 6am – 2:30pm
- Dedicated aide: 8:00 am – 3:00 pm, 2:15 – 10:45, 10:30pm – 6:15am
- A Med-Tech from the main floor comes up to distribute the necessary medications as scheduled on the MAR and as needed.

**Corrective Action:**

To be effective no later than November 30, 2018, the Loretto Home will staff the Special Care Unit with 2 dedicated staff members on all shifts. The Administrator and Director of Nursing will ensure compliance by audits of the schedule. The corrective action will be completed by November 30, 2018.

**Finding:**

"On the 11:00 pm – 7:00 am staffing consists of 1 staff member for the SCU. A medication delegated staff member is assigned this responsibility for medication for both the Loretto Home and the next door associated residential care home with a total census at time of survey of 79."

It is not normal practice for a Med-Tech to have to provide care for both homes. In the past, this has only been done when someone called out and we could not find a replacement. There is typically always a Med-Tech dedicated to each home on all shifts.

R178

P.O.C. Accepted  
10/25/18  
FOR  
R132 +  
R178

**Corrective Action:**

The Loretto Home will ensure that there is a Med-Tech dedicated to each home. The scheduler will be notified that there must be a dedicated Med-Tech for each home. The Administrator and Director of Nursing will ensure compliance by audits of the schedule. The corrective action will be in place by November 30, 2018.

Please feel free to contact me if you have any questions regarding our Plan of Correction.

P.O.C  
Accepted  
FOR Revised  
plan  
provided on  
10/17/18

Accepted  
De. Det. to M  
10/25/18